

124891



MACK TRUCKS, INC.
2100 MACK BOULEVARD
P.O. BOX M
ALLENTOWN, PA 18105-1761

UPS # 1Z 166 268 22 1033 032 1

March 22, 2001

DEPT. OF TRANSPORTATION
RECEIVED
MARCH 23 AM 9:55

U. S. Department of Transportation
National Highway Traffic Safety Administration
Docket Management
Room PL-401
400 Seventh Street, S.W.
Washington, D.C. 20590

RE: **Docket No. NHTSA 2001-8677 - 19**
Notice 1

Gentlemen:

Mack Trucks, Inc., a manufacturer of heavy duty trucks of 26,000 pounds and greater GVWR, submits the following responses to questions contained in the Advance Notice of Proposed Rulemaking (ANPRM), published in the Federal Register, Volume 66, No. 14, at Pages 6532-6545.

Page 6537.

- A. The final rule should apply to all manufacturers of products which may affect motor vehicle safety.
- B. No comment.
- C. Reporting requirements should apply to all manufacturers.
- D. All international feedback information is received in the English language.

- E. Electrically powered accessories, such as radios and refrigeration units, could develop safety-related defects by overloading or shorting electrical circuits in a vehicle.

Page 6540. General Questions.

1. Warranty data are received, classified, and evaluated by warranty operations. Customer service information is received, classified, and evaluated by customer service. Claims relating to deaths, serious injuries, or property damage arising in the United States or Canada are received, classified, and evaluated by the legal department.
2. Warranty data are received and maintained in an electronic (IDMS) database. Information received by customer service is maintained in paper files or electronic system (IBM information management). Claims received by and legal are maintained in paper files.
3. Warranty data are evaluated by warranty analysts and assigned a proprietary code. Information received by customer service and claims received by legal are assigned a descriptive reference by vehicle component or system and evaluated by personnel in those departments.
4. Warranty data and customer service information from outside of the United States and Canada are received by e-mail or telefacsimile and maintained in a similar manner as data and information arising in the United States and Canada. Data relating to death, serious personal injuries, or property damage arising outside of the United States or Canada are only incidentally received.
5. Warranty data and customer service information arising in Australia are received, maintained and evaluated by the company's Australian-based subsidiary.

6. Data from outside the United States and Canada is received by e-mail or telefacsimile and is maintained separately from U.S./Canadian data.
7. Warranty data are maintained for six years. Customer service information is maintained for 10 years. Claims and lawsuits are maintained for 15 years.
8. There is no system currently in place for U.S. dealers to collect and/or maintain information relevant to early warning reporting.
9. Reporting should not be required for vehicles more than five years old.
10. There is no additional information beyond that mentioned in the ANPRM that manufacturers should report to NHTSA that would assist in the identification of defects relating to motor vehicle safety.

Page 6540-6541. Questions Relating to Claims.

1. Claims should be defined as verified written communications transmitted to the manufacturer, requesting compensation for property damage, death, or personal injury allegedly caused by safety-related defects in a specified product of the manufacturer.
2. Information as to number of claims by vehicle make, model year, component or system should be reported, but not claim summaries or names of complainants.
3. Reporting should be required only for claims relating to specific components or systems which directly impact motor vehicle safety, i.e., braking, steering, fuel systems, axles, suspension, seat belt assemblies, external lighting.
4. Information of all claims involving serious injuries or deaths should be reported. Because injury claims frequently are represented as

“serious”, but include insufficient information to permit a determination to be made, as a practical matter, manufacturers may feel constrained to report all injury claims.

Page 6541. Questions Relating to Warranties.

1. Warranty data, as such, should not be reported, as reporting would generate too great a volume of meaningless data to be of practical value to NHTSA.
2. Warranty data are maintained electronically for six years, primarily as a financial record and to track vehicle maintenance history. Warranty data also may be used as a quality indicator for possible improvement action, but are not useful for identification of potential safety-related defects.
- 3) Not applicable.
- 4) Not applicable.
- 5) Not Applicable.
- 6) Vehicle Maintenance Reporting Standards (VMRS) have been proposed. To our knowledge, however, VMRS are not used in their entirety by truck manufacturers or fleet owners. A flaw in VMRS is that it is designed to track the component or system that is replaced, not the cause of the failure that necessitates repair.
7. No standardized code for warranty data is currently available.
8. Not applicable.

Page 6541. Questions Relating to Lawsuits.

1. Lawsuit information reported should consist of the case caption, jurisdiction, case number, date of alleged occurrence, and alleged safety-related product defect.
2. Information should be reported only about lawsuits alleging death or serious injuries caused by a safety-related product defect.
3. Not applicable.

Page 6541. Questions Relating to Design Changes.

1. Design change information should not be reported. Design changes are driven by product performance, durability, and cost improvements, and by manufacturing efficiencies, not by correction of safety-related defects. Remediation of safety-related defects is adequately addressed by promulgation of motor vehicle safety standards and safety-related defect recall campaign obligations.
2. Serviceability always is a consideration in design changes.

Page 6541. Questions Relating to Deaths and Serious Injuries.

1. We have no knowledge of systems used in other countries for characterizing the seriousness of injuries.
2. No comment.
3. Allegations of a complaint often are inadequate to ascertain whether the injuries allegedly sustained actually are serious in the context of standardized criteria, such as AIS. The manufacturer should be required to report the claim only when verifiable evidence is received as to the seriousness of the alleged injuries.

4. It would impose a greater burden to require a reporting of all injury allegations.
5. Reports of deaths or serious injuries are received by the legal department in the form of claims or lawsuits or incidentally by customer service. Except for Canada, occurrences in foreign countries are reported only incidentally.

Page 6541. Questions Relating to Property Damage.

1. No comment.
2. No statistical data as to property damage are maintained.
3. Not applicable.
4. Not applicable.

Page 6541. Questions on Internal Investigations.

1. A manufacturer should not be required to report information on active investigations it has initiated with respect to potential defects unless and until existence of the defect has been verified and it is determined that the defect is safety-related within the meaning of the Act. A reporting requirement would be a disincentive for manufacturers to perform internal investigations and would raise issues as to disclosure of privileged information where investigations are conducted in the context of actual or anticipated litigation.
2. Not applicable.
3. Not applicable.

Page 6541. Questions on Customer Satisfaction Campaigns, etc.

1. Customer satisfaction campaigns, etc. should not be defined by NHTSA regulation. We consider this unnecessary as what should be defined are the types of incidents which must be reported.
2. We have documented 40 customer satisfaction campaigns conducted in the United States and/or Canada from January 1, 1998 to the present, which were not required to be reported to NHTSA under 49 CFR 573.8. Copies of related communications provided to dealers or to multiple customers are attached. These include small, controlled numbers of chassis, such as production pilot chassis and chassis not yet delivered to end-users.

Page 6541. Questions on Identical and "Substantially Similar"
Motor Vehicles and Equipment

1. We have no knowledge whether the word "identical" is understood internationally.
2. Vehicles sold in foreign countries are "substantially similar" to vehicles sold in the United States if they share the same basic platform and engine family, as well as the particular component or system at issue.
3. See response to Question No. 2. above. Vehicles sold in foreign countries often incorporate components or systems of local origin which are not comparable to components or systems incorporated in the manufacturer's vehicles sold in the United States and Canada.

Page 6541. Questions on Field Reports.

1. Any definition of "field report" should include verification by a qualified representative of the manufacturer.

2. Any list of safety-related components and systems in the context of field reports should be the same as for warranty and other claims.
3. Field reports are screened manually for safety-related information.
4. Field reports are reviewed weekly. Only information identified for corrective action is entered into a computerized product tracking system.
5. Field report information should not be provided to NHTSA unless it concerns a safety-related defect.

Page 6542.

1. Frequency of reporting should be quarterly for all types of information, vehicles, equipment, components and systems.
2. Not applicable.
3. Not applicable.
4. No comment.

Page 6543. How Should Information Be Reported.

1. Information should be reported electronically by EDI.
2. Information regarding deaths and serious injuries should be reported in the form in which it is entered in the company's database.

Page 6543. Questions Relating to Use of Spreadsheet.

1. Meaning of the term "aggregate statistical information" is not fully understood.
2. Use of aggregate statistical information is believed to be too general to be useful in identifying potential safety-related defects.
3. Use of aggregate statistical information is believed likely to result in a large number of investigations into issues unrelated to potential safety-related defects.
4. Submission of supplemental information beyond aggregate statistical information is believed to be necessary for a decision to commence an investigation.
5. NHTSA requests for supplemental information should be used to determine whether an investigation is justified. Such requests and responses should not be made available to the public.

Page 6543. How NHTSA Might Handle and Utilize Early Warning Information.

1. No comment.
2. No comment

Page 6544.

1. Start-up and on-going costs of compliance with early warning reporting requirements are undetermined.
2. No comment.
3. Information concerning deaths and serious injuries is the most effective and least burdensome early warning information.

U. S. Department of Transportation
National Highway Traffic Safety Administration
March 22, 2001
Page 10

4. There are no early warning reporting procedures under development other than those already in place.

Very truly yours,

A handwritten signature in black ink, appearing to read "Rich Walck". The signature is fluid and cursive, with the first name "Rich" and last name "Walck" clearly distinguishable.

Richard Walck
Manager -- Warranty

FLEET IMPROVEMENT CAMPAIGN FI0377

DATE: 2/18/98

SUBJECT: Improperly drilled air regeneration passage in the Haldex Air Dryer.

PURPOSE: To notify the field of the need to inspect , and possibly replace, the Haldex Air Dryer on certain CH model chassis manufactured between June 12, 1997 through January 22, 1998. These air dryers are used on CH model chassis equipped with Holset HD650 air compressors.

PROCEDURES: Refer to the attached Haldex Service Bulletin AD0698-1 for information concerning the inspection and or replacement of the air dryer. **NOTE:** Inspect the part number that is stamped on the air dryer if the number ends with an " R " the air dryer should not be changed.

PARTS REQUIRED:

QTY	P/N	DESCRIPTION
1	7883-47020013	Haldex Air Dryer

REMOVED PARTS: The removed air dryers must be packaged in the box that the replacement air dryer was shipped in and returned to Mack Trucks Hagerstown following the normal warranty return policy. The return label on the top of the box must be filled in with the unit #, in service date, mileage, and VIN#.

REIMBURSEMENT: Allowable expenses incurred in this campaign are to be recovered through normal warranty claim procedures.

UNDER	ENTER
Failed Part Number.....	FI0377
Labor Code/Allowance.....	5315AKA93 0.3 hr Take charge time and visual inspection of air dryer part number.
	5315BKA93 0.9 hr Remove and Replace the air dryer.



MACK TRUCKS, INC.
WORLD HEADQUARTERS
2100 MACK BOULEVARD
BOX M
ALLENTOWN, PA 18105-5000
TELEPHONE: 610.709.3011

March 1998

Dear Mack Truck Owner:

Our records indicate the vehicle identified on the enclosed card qualifies for campaign #377. The purpose of this letter is to notify you of the need to inspect, and possibly replace, the Haldex Air Dryer on certain CH model chassis manufactured between June 12, 1997 and January 22, 1998. These air dryers are used on CH model chassis equipped with Holset HD650 air compressors. It has been determined that there have been some Haldex Air Dryers produced that do not provide an internal passage in the housing to regenerate the desiccant. Without this passage, the dryer will act like a condenser and in time, will accumulate water in the reservoir system.

To prevent any interruption in the serviceability of your vehicle, we urge you to contact your nearest Mack service facility and make an appointment for an inspection to determine if there is a need to replace the air dryer. Time required to inspect your chassis will be 0.3 hour, with an additional 0.9 hour if the air dryer needs to be replaced. This work will be performed **free of charge**. This offer will expire June 16, 1998.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Mack's commitment to provide our customers with the best possible product.

MACK TRUCKS, INC.
WARRANTY DEPARTMENT

Haldex

Brake Systems

SERVICE BULLETIN

Haldex Air Dryer Replacement

Bulletin # AD0698-1

Notification:

For Haldex dryer models utilizing "System Air" for desiccant regeneration. There were a limited number of these dryers produced that do not provide an internal passage in the housing to regenerate the desiccant. Without this passage, the dryer will act like a condenser and in time, will accumulate water in the reservoir system.

These dryers must be replaced. This "Service Bulletin" will instruct on the proper identification, replacement and testing procedures. On completion of the replacement, send dryers to Mack, using their normal warranty procedures. Mark the vehicle unit number, vehicle in-service date, mileage reading, date changed and "VIN" number on the return box.

Note: This bulletin does not apply to Haldex Air Dryers using purge tank regeneration.

Identification:

Figure #1

Illustrates an older design that does not have to be replaced. This is identified by the position of the safety valve. The valve is located directly below the dryer inlet on the left side of the dryer.

Figure #2

Illustrates the current design that must be replaced. This design has the safety valve mounted to the right side of the dryer outlet.

Figure #3

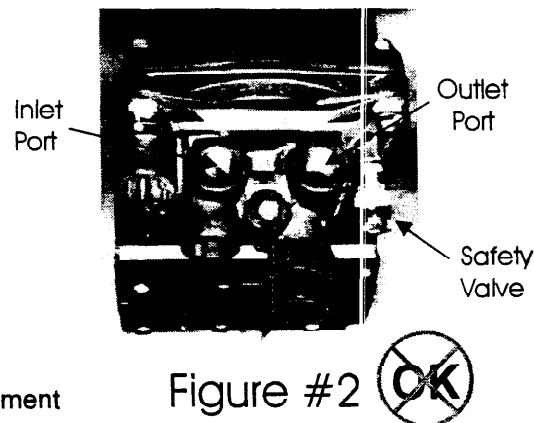
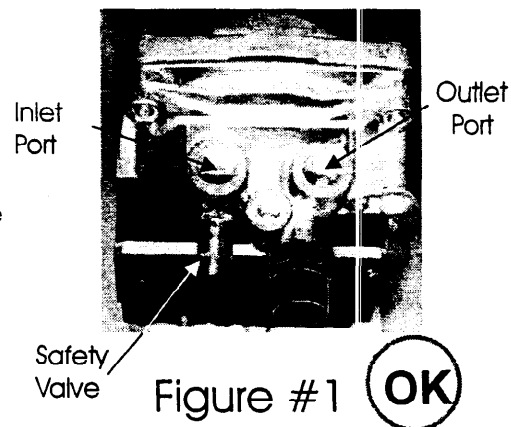
All replacement dryers will be marked with an "R" after the part number.

Replacement Instructions:

! **Wear eye protection**

! **Set the parking brake, turn off engine and block the tires.**

- Check vehicle dryer configuration (as shown above) to determine if replacement is needed. For these air dryers identified to be the configuration shown in Figure #2, Haldex will supply replacement dryers.
- Open drain valves and drain all reservoirs to "0" psi.
- Disconnect air lines from dryer and remove dryer from vehicle. Re-use fittings.
- Install new dryer and torque the 3 mounting bolts to 40-50 ft-lbs.
- Install air lines to dryer. Use sealant on all pipe fittings.
- Close all reservoir drain valves, start engine, and build air system pressure until cut-out pressure is reached.
- Check for air leaks. **Note:** On air dryers with integrated governor* there will be a flow of air out from the dryer exhaust while the compressor is unloaded, this is normal. Also, air system gauges will indicate up to a 10 psi drop in pressure within 30 seconds after cut-out is reached. Any drop in pressure above 10 psi and/or any movement of the air gage after 30 seconds, indicates a leak in the air system.
- With engine operating, open each reservoir drain valve (one at a time) to vent air until no mist can be detected in the air flow.
- When moisture has been cleared from all reservoirs, allow air system pressure to build until cutout pressure is reached. Vehicle is ready to return to service.



Replacement dryers will be marked with an "R" following the part number.

* Haldex Air Dryer, P/N 10013 & 20013

FLEET IMPROVEMENT CAMPAIGN FI0377

DATE: 3/18/98

SUBJECT: Improperly drilled air regeneration passage in the Haldex Air Dryer.

PURPOSE: To notify the field of the need to inspect, and possibly replace, the Haldex Air Dryer on certain CH model chassis manufactured between June 12, 1997 through January 22, 1998. These air dryers are used on CH model chassis equipped with Holset HD650 air compressors.

PROCEDURES: Refer to the attached Haldex Service Bulletin AD0698-1 for information concerning the inspection and or replacement of the air dryer. **NOTE:** Inspect the part number that is stamped on the air dryer if the number ends with an " R " the air dryer should not be changed.

PARTS REQUIRED:

QTY	P/N	DESCRIPTION
1	7883-47020013	Haldex Air Dryer

REMOVED PARTS: The removed air dryers must be packaged in the box that the replacement air dryer was shipped in and returned to Mack Trucks Hagerstown following the normal warranty return policy. The return label on the top of the box must be filled in with the unit #, in service date, mileage, and VIN#.

REIMBURSEMENT: Allowable expenses incurred in this campaign are to be recovered through normal warranty claim procedures.

UNDER **ENTER**

Failed Part Number.....FI0377

Labor Code/Allowance.....5315AKA93 0.3 hr Take charge time and visual inspection of air dryer part number.

5315BKA93 0.9 hr Remove and Replace the air dryer.

Model	Serial	Customer	Address	City	St	Code	Selling Distributor
CH613	82027	Natural Movers Inc.	190 Hwy #7 West	Brampton	ON	L7A 1A2	N193
CH613	82028	Natural Movers Inc.	190 Hwy #7 West	Brampton	ON	L7A 1A2	N193
CH613	82029	Dominic E. Vas	364 The East Mall #226	Etobicoke	ON	M9B 6C3	N193

Campaign cards have been sent to the above customers

(Sample of letter sent to dealers)

This was basically started by ComCar. There were some trucks that were built for ComCar but were sold to different customers - Haldex agreed to same plan.

FI0387

Printed by: DM3230A
Mail: FI0387 rev.
From: MURPHY-DONNA
To: 12 recipients

--- Received from MACDGA.DM3230A (610) 709-3337 98-11-25 11:51

-> MACKFAX.A357	GABRIELLI MACK OF THE BRONX COF
-> MACKFAX.N962	CALGARY MACK SALES LTD COF
-> MACKFAX.P786	LUCAS TRUCK & EQUIPMENT COF
-> MACKFAX.P779	COLORADO MACK SLS & SVC COF
-> MACKFAX.P710	DIESEL PERFORMANCE SACRAMENTO COF
-> MACKFAX.A407	VERMONT MACK COF
-> FX=F5167583468	
-> FX=F2815932845	
-> FX=F4034512556	
-> FX=F5184493037	
-> MACKFAX.C613	MACK TRUCK SLS OF CHARLOTTE COF
-> MACKFAX.F291	EAST TEXAS MACK SALES INC COF

Forgot to give you the labor time... 1.8 hours
(take charge not included)

ATTEN: see list below...

DEALER	CONTACT PERSON	CHASSIS AT YOUR FACILITY
A404	JIM DENNIS	CL613 2697
A404	JIM DENNIS	CL613 2709
A357	PAUL POLITO	CL613 2705
A357	PAUL POLITO	CL613 2706
N962	CHARLENE	CH613 107348
A468	TOM MARQUAT	CH613 109055
F291	ROBERT BERNHARD	CH613 110207
F291	ROBERT BERNHARD	CH613 110231
F272	TAMMY (WARRANTY)	CH613 110500
F272	TAMMY (WARRANTY)	CH613 110501
F272	TAMMY (WARRANTY)	CH613 110502
F272	TAMMY (WARRANTY)	CH613 110504
P786	JOHN LUCAS	CH613 110818
P779	MIKE SIMPSON	CH613 111032
P779	MIKE SIMPSON	CH613 111033
P710	LARRY CHEWNING	CH613 111429
A407	JIM RIGO	CH613 111967
N971	MIKE LARSON	CH613 98950
C613	WAYNE COTHRAN	CH613 111015

Left cross steering levers (p/n 5QH3348) have been shipped
"overnite" to you from Dana Corporation in Lugoff, SC. You should
receive the steering levers on Wednesday 11/25. I have verbally

Printed: 11/25/98 11:53AM

1

ATTACHMENT # 2

advised all of the above listed dealers of this situation.

Please make IMMEDIATE arrangements to perform the cross steering lever replacement on the chassis(s) listed. If the truck has been delivered, please contact the customer immediately. Since there are only 19 trucks involved, we will not be sending recall notices to the customers. DO NOT INSTALL THE PART ON ANY OTHER CHASSIS...ONLY THE ABOVE LISTED CHASSIS ARE TO HAVE THE WORK PERFORMED.

Note: Install new cotter pins in the tie rod end and the steering lever.

Failed part number	FI0387	
Claim type	01	
Labor Code	422 3A 00 93	(includes r/r of left
	(1.8 hours)	cross steering lever & toe
		check/adjustment if
		required.)

Return the removed cross steering lever to:

STEVE LANNAN
DANA CORPORATION
1235 COMMERCE DRIVE
LUGOFF, SC 29078

THANK YOU FOR YOUR USUAL COOPERATION AND ASSISTANCE.

Donna Murphy,
MACK TRUCKS, INC.
Campaign Administrator
610/709-3337
610/709-3800 (fax)

Printed by: DM3230A
Mail: FI0387
From: MURPHY-DONNA
To: 4 recipients

--- Received from MACDGA.DM3230A (610) 709-3337 98-12-16 16:18

-> MACKFAX.N923	MACK NORTH	COF
-> MACKFAX.A472	CONNECTICUT MACK SALES/WATER	COF
-> MACKFAX.N942	REDHEAD EQUIPMENT LTD	COF
-> FX=F2815932845		

to: Mark Kanak - N942	for chassis CH613-98949
Tammy - F272	for chassis CH613-110821
Dan Pilon - N923	for chassis CH613-105662
Peter Tringali - A472	for chassis CH613-110263

Left cross steering levers (p/n 5QH3348) have been shipped "overnite" to you from Dana Corporation in Lugoff, SC. You should receive the steering levers on Wednesday 11/25. I have verbally advised all of the above listed dealers of this situation.

Please make IMMEDIATE arrangements to perform the cross steering lever replacement on the chassis(s) listed. If the truck has been delivered, please contact the customer immediately. Since there are only 19 trucks involved, we will not be sending recall notices to the customers. DO NOT INSTALL THE PART ON ANY OTHER CHASSIS...ONLY THE ABOVE LISTED CHASSIS ARE TO HAVE THE WORK PERFORMED.

Note: Install new cotter pins in the tie rod end and the steering lever.

Failed part number	FI0387	
Claim type	01	
Labor Code	422 3A 00 93	(includes r/r of left
	(1.8 hours)	cross steering lever & toe
		check/adjustment if
		required.)

US Dealers: Return the removed cross steering lever to:

STEVE LANNAN
DANA CORPORATION
1235 COMMERCE DRIVE
LUGOFF, SC 29078

CANADA Dealers: Return the removed cross steering lever to:

DANA CORPORATION VIA WESTKOTA SYSTEMS

Printed: 12/16/98 4:38PM

1

(ATTN: STEVE LANNAN - LUGOFF)
1064 S SERVICE ROAD EAST
OAKVILLE, ON L6J 2X7

THANK YOU FOR YOUR USUAL COOPERATION AND ASSISTANCE.

Donna Murphy,
MACK TRUCKS, INC.
Campaign Administrator
610/709-3337
610/709-3800 (fax)

FAX

Date 01/19/99

Number of pages including cover sheet 1

TO: Mike Hanna

FROM: Donna Murphy
Mack Trucks, Inc.

Phone

Phone 610/709-3337

Fax Phone

Fax Phone 610/709-3800

REMARKS: ☒ Urgent ☐ For your review ☐ Reply ASAP ☐ Please Comment

The accelerator pedal (4QB52M) on the following chassis(s) need to be replaced. Your prompt attention to the matter would be appreciated. Please make IMMEDIATE arrangements to perform this repair. If the truck has been delivered, please contact the customer immediately. Since there are only 28 trucks involved, we will not be sending recall notices directly to the customer. DO NOT PERFORM THIS REPAIR ANY OTHER TRUCKS, ONLY WHAT IS LISTED. Conditions that the customer may notice could be poor high idle drop off time, pedal slow to return to lower rpm's when foot removed from pedal and can also affect Jake Brake and cruise control operation.

Corrective Action: Remove all affected pedal assemblies.

(can be ordered as 4QB52M or 745-800113)

Failed part number: FI0389

Claim type: 01

Labor code: 292 2A 2R 93 (0.4 hour, which does not include take charge time)

Return removed accelerator pedal to Hagerstown via normal warranty procedures: (VIA FREIGHT COLLECT OR UPS CONSIGNEE) CHASSIS: CH613-112131 (McElroy)

*Sample
of letter sent
Directly to dealers*

INCORRECT STEERING AXLE BRAKE SPRINGS ON RD CHASSIS WITH EATON 16.5 X 5 BRAKES

1. Remove the tire/wheel/hub assemblies from the steering axle using a wheel dolly.
2. Remove the brake shoes.
3. Remove the brake camshafts. Remove and discard the standard cam head washer from both camshafts
4. Install the new horse collar type cam head washers p/n 2719-817009 onto the camshafts as per the illustration in figure 1. Reinstall the camshafts.
5. Reinstall the brake shoe assemblies using the two new upper brake shoe return springs as per the illustration in figure 2.
6. Clean and inspect the wheel bearings, clean the wheel hub cavity, oil the inner wheel bearing, install the new wheel seals using the correct Chicago Rawhide installation tool.
7. Install the tire/wheel/hub assemblies. Adjust the wheel bearings as per Mack manual # 15-701. Use new cotter pins for the bearing adjusting nuts p/n 29AX88
8. Using new gaskets p/n 94RU263, install the grease hubcaps.
9. Fill the hubs with gear oil.
10. Grease the brake camshafts.
11. Adjust the steering axle brakes

SUBMITTING THE CLAIM

The failed part number is FI0395. The campaign will be closed on 9/30/99.

The labor code for the repair includes R&R of the tire/wheel/hub assemblies, R&R of the brake shoes, R&R of the camshaft, wheel bearing adjustment and brake adjust.

The labor allowance is 3.2 hrs. The labor code is 512 3A 00 93

Parts Required

Qty	P/N	Description
2	2719-817009	Horse Collar
4	2719-817017	Return Springs
2	1458-43764	Wheel Seal
2	94RU263	Hubcap Gasket



MACK TRUCKS, INC.
WORLD HEADQUARTERS
2100 MACK BOULEVARD
BOX M
ALLENTOWN, PA 18105-5000
TELEPHONE: 610.709.3011

February 17, 2000

TO: SERVICE MANAGERS

SUBJECT: FI0399 E-TECH CYLINDER HEAD INSPECTION

PLEASE MAKE IMMEDIATE ARRANGEMENTS TO PERFORM CORRECTIONS ON THE CHASSIS(S) LISTED BELOW. IF THE TRUCK HAS ALREADY BEEN DELIVERED TO THE CUSTOMER, PLEASE CONTACT THE CUSTOMER IMMEDIATELY. NO RECALL CARDS WILL BE MAILED.


Along the left side of the fire deck surface of E-Tech cylinder heads, there are (3) ½" diameter water holes. There is one hole just below each inlet port, and these holes are at the cylinder head gasket grommet locations. In the same relative location on E6 heads, there are only (2) such holes, one below each water manifold port.

Some E6 cylinder head castings (with the two water holes) may have been used to make E-Tech heads. The heads on affected chassis must be inspected for this possibility as follows:

1. Inspect both heads for foundry identification, which is cast into the area just above the rear water manifold port.


 = Further Insp.
Required

 = No Action Required

2. Inspect  head for cast dates. This is located on the top left front area, just above the intake port.


M9 or A00 = Further Insp.
Required

All other cast dates = No Action
Required

3. Inspect  M9 or A00 head for the Lot number which is cast into the head at the right rear exhaust port, just to the left of the fuel line connection.

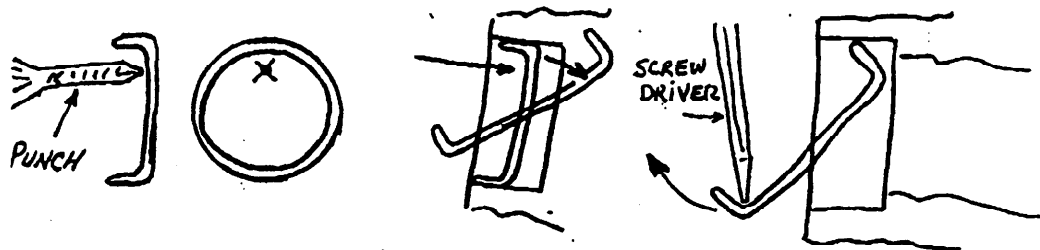
64, 65, 77, 78, 92 = Further Insp.
Required

All other lot numbers = No Action
Required

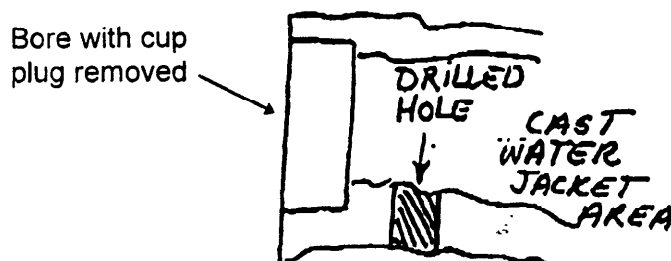
4. Inspect  M9 or A00, Lot # 64, 65, 77, 78 or 92, by removing **one** of the two cup plugs which are located just below the water manifold mounting flange. To remove a cup plug, proceed as follows:

⇒ Drain coolant into a clean container, and save for refill of cooling system upon completion.

- ⇒ Depending upon which head is to be inspected, and fuel filter and EECU locations, remove what is necessary to gain access to the cup plug which is to be removed. The worst case entails removal of module, fuel filters, inlet manifold and both water manifolds. Remove only what is necessary to gain access to the cup plug which is to be removed.
- ⇒ Using a drift punch and a screw driver (See Illustration), remove the plug by prying out of head. **DO NOT DRIVE THE PLUG INTO THE WATER JACKET, IT MUST BE REMOVED.**



- ⇒ With the plug removed, look inside the water jacket of the head for the presence of a $\frac{1}{2}$ " diameter hole, approximately 1" in from the outside surface, at the 6:00 position (See Illustration). If no hole is present, this is a good head and reassembly can begin. If a drilled hole is evident, this is an incorrect head and must be removed from the engine and replaced with a correct head.



- ⇒ If the $\frac{1}{2}$ " hole is visible inside of water jacket, cylinder head must be replaced.
- ⇒ If the head is okay, reinstall a new cup plug, P/N 79AX63Z using the following process:
 - ◆ Clean the cup plug bore using Loctite cleaner #7-555-9 or equivalent solvent cleaner.
 - ◆ Apply a coating of Loctite #277 or equivalent to the bore and to the outer edge of the cup plug.
 - ◆ Using cup plug installation tool #J34684, drive the new plug into the bore making sure that the installation is square to the surface and slightly below a flush condition.
 - ◆ Complete reassembly, coolant fill, check coolant with a test strip, run and check for leaks.

CYLINDER HEAD PROCUREMENT:

- After inspection, if cylinder head is required, call your Mack Parts Expediter, reference this FI number, complete assembly will be shipped "Next Day" from Hagerstown all freight paid.

CYLINDER HEAD PART NUMBER:

- Part number 732GB3485M

NOTE: If head replacement required for chassis CH612-20078 or CH613-127381
ONLY, use P/N 732GB3491M.

REIMBURSEMENT:

Failed Part Number: FI0399

- Labor Code: 213 7A 2L 93 0.5 hour Perform visual inspection, Items 1 thru 3
- Perform inspection, Items 1 thru 4;
 - ◆ Labor Code: 213 7B 2L 93 3.0 hours
With removal/replacement of cup plug from one cylinder head
 - ◆ Labor Code: 213 7C 2L 93 3.5 hours
With removal/replacement of cup plug from both heads
- Cylinder head replacement
 - ◆ Labor Code: 213 EV 2L 26 8.9 hours
Removal/Replacement of one head, including retorque
 - ◆ Labor Code: 213 EV 2L 28 13.8 hours
Removal/Replacement of two heads, including retorque

REMOVED PARTS:

THE REMOVED CYLINDER HEADS ARE TO BE RETURNED USING NORMAL
WARRANTY MATERIAL RETURN PROCEDURES.

This campaign will terminate March 31, 2000.

Technical questions on this update should be directed to Product Support at (610)709-3967.
Thank you for your usual cooperation and assistance.

MACK TRUCKS, INC.

FAX

Date 01/29/01

Number of pages including cover sheet 1

TO: SERVICE MANAGER
A300

FROM: Donna Lamarche
Mack Trucks, Inc.

Phone
Fax Phone

Phone 610/709-3337
Fax Phone 610/709-3800

REMARKS: ☒ Urgent ☐ For your review ☐ Reply ASAP ☐ Please Comment

Within a few days you should be receiving a water pump(s) supplied to you at no charge. The water pumps need to be replaced on the following chassis because a possibility exists that an incorrect pulley may be installed. Your prompt attention to the matter would be appreciated. Please make **IMMEDIATE** arrangements to perform this repair. If the truck has been delivered, please contact the customer immediately. Since there are only about 89 trucks involved, we will not be sending recall notices directly to the customer. **DO NOT PERFORM THIS REPAIR ON ANY OTHER TRUCKS, ONLY WHAT IS LISTED.**

IT IS IMPORTANT THAT THE CHASSIS NOT BE DRIVEN. Therefore, if a truck is not in your possession and is at a body company, please contact the writer for further instructions. With your assistance, we will make arrangements to have the pumps installed by a dealer that is closest to the body company.

Failed part number: FI0409

Claim type: 31

Labor code: 215 6A 2L 93 (2.7 hours, which does not include take charge time)

Return removed water pump to Hagerstown via normal warranty procedures: (VIA FREIGHT COLLECT OR UPS CONSIGNEE)

1 CHASSIS: CH613-142651

*Sample of letter
sent to dealers*

ATTACHMENT # 6